

FIG. 1

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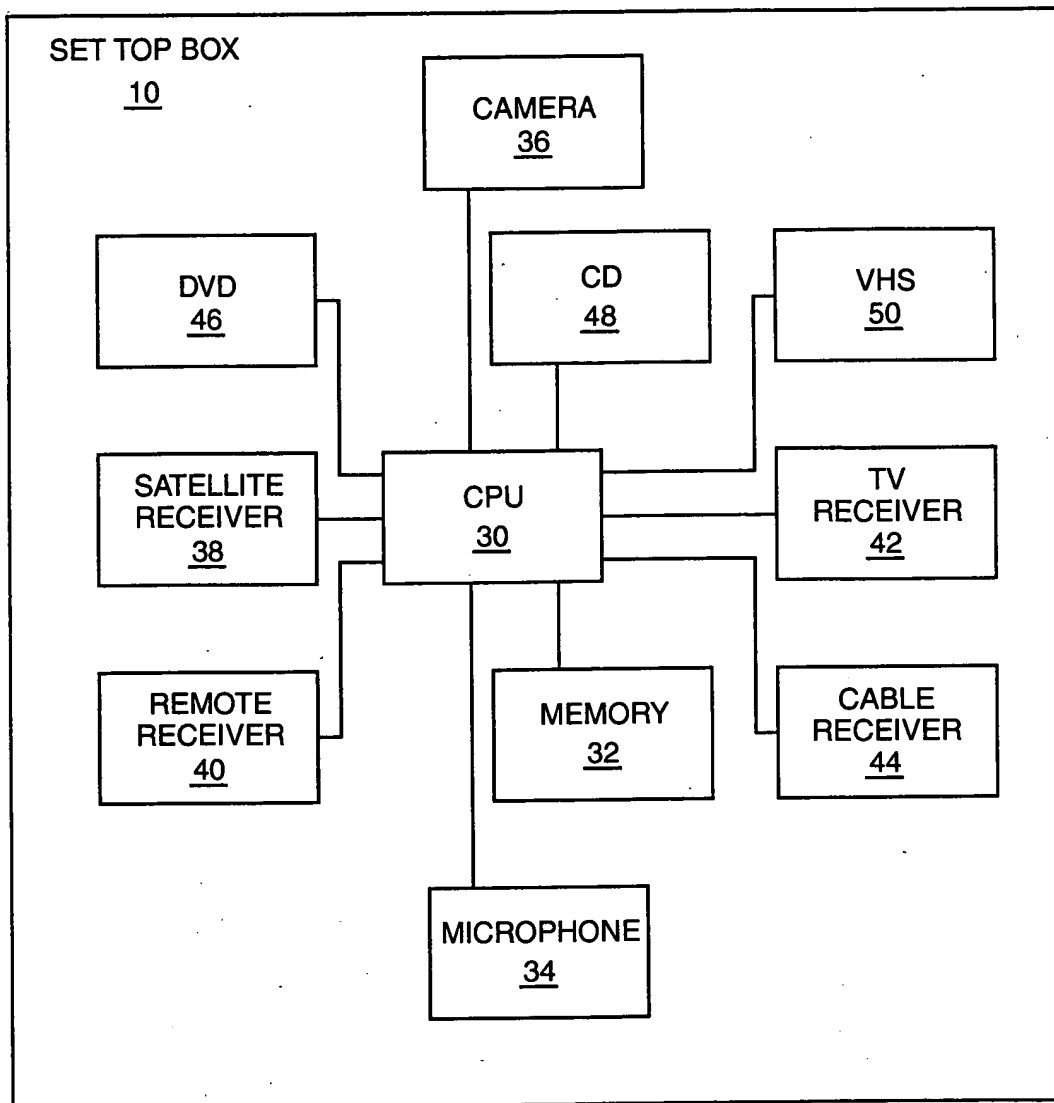


FIG. 2

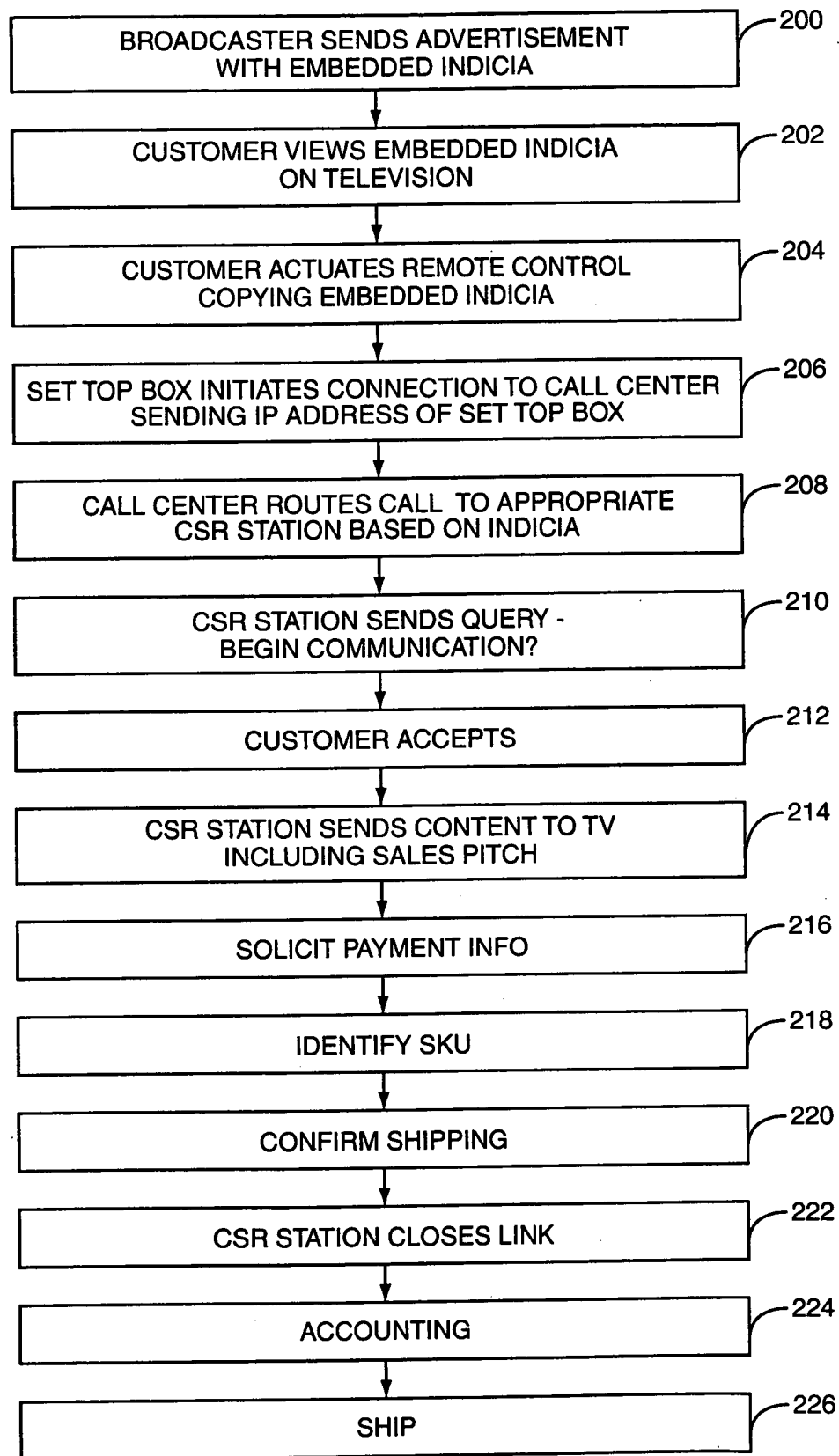


FIG. 4

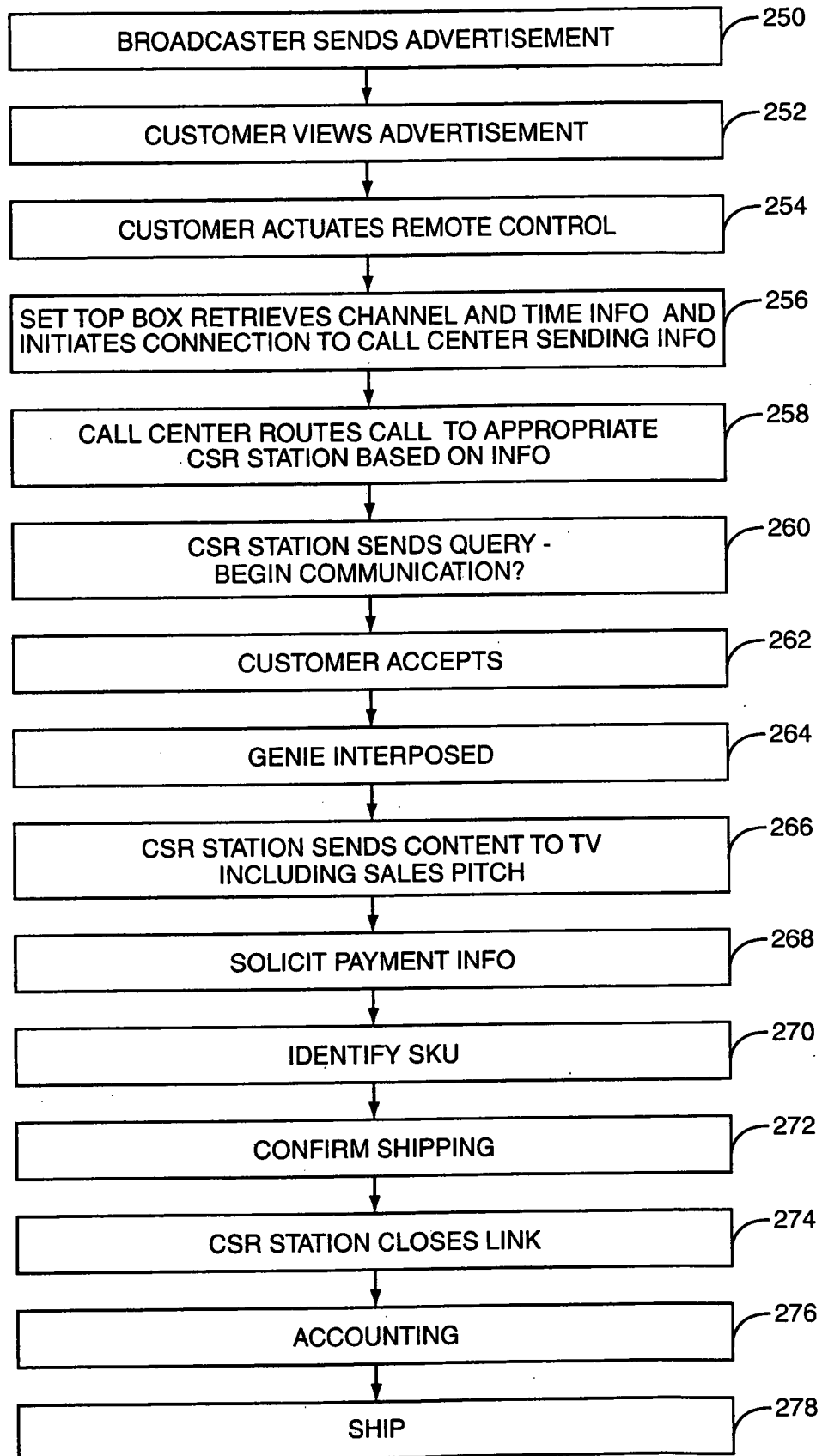


FIG. 5

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graph TD
    300[BROADCASTER SENDS SHOW/ADVERTISEMENT] --> 302[CUSTOMER VIEWS SHOW/ADVERTISEMENT]
    302 --> 304[CUSTOMER POSITIONS CURSER AND ACTUATES REMOTE]
    304 --> 306[SET TOP BOX CAPTURES CHANNEL, TIME AND X-Y COORDINATE INFO AND INITIATES CONNECTION TO CALL CENTER SENDING INFO]
    306 --> 308[CALL CENTER PROCESSES INFO TO LEARN ITEM/SERVICE SELECTED]
    308 --> 310[CALL CENTER ROUTES CALL TO OUTSIDE MERCHANT]
    310 --> 312[OUTSIDE MERCHANT SALES AGENT CONNECTS TO CUSTOMER]
    312 --> 314[OUTSIDE MERCHANT PUSHES CONTENT THROUGH MANAGED NETWORK TO CUSTOMER INCLUDING SALES PITCH]
    314 --> 316[SOLICIT PAYMENT INFO]
    316 --> 318[IDENTIFY SKU]
    318 --> 320[OUTSIDE MERCHANT ARRANGES SHIPPING]
    320 --> 322[LINK CLOSED]
    322 --> 324[ACCOUNTING]
    324 --> 326[OUTSIDE MERCHANT SHIPS]
  
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1